A Visit to Day Surgery and the Medicine/Nephrology Unit

Each month, the Health System Executive Leadership team rounds to multiple units and clinics to meet with staff and hear the latest news in their departments.

A lead from the unit or clinic is notified in advance of the visit. They host a tour of the unit and make introductions of their peers. It is a great opportunity to get to know the extraordinary individuals on each team and listen to their innovative ideas. It’s also a chance to identify and understand ways in which leadership can aid in improving interdepartmental processes and overall work environments.

This month, Chief Nursing Officer, David Marshall visited Day Surgery and the PACU. Chief Medical Officer, Dr. Steve Quach visited the Medicine/Nephrology Unit. It was a pleasure to get to know these teams!
Preventing Patient Falls: It’s Everyone’s Responsibility

By Maribel M. Bhojani, Clinical Educator II

UTMB Health is committed to patient safety and a culture of trust. Preventing patient falls and injuries involves all staff and health professionals. Falls are one of the largest incident types reported in the inpatient setting and can result in significant injury, including death, extended lengths of stay, increased health care costs, and loss of independence.

Fall risk assessments are useful in identifying patient-specific risk factors and level of risk, as well as in increasing staff awareness of issues relating to falls. A yellow wrist band is the visual cue that lets all staff members know this patient needs extra precautions when ambulating. In the hospital or emergency room, if the patient scores at a high level of risk, they will be wearing red socks. Another strategy recently implemented to reduce falls and injuries is to standardize the signage outside the patient’s room so everyone is aware of the patient’s risk.

If you observe a patient with a yellow wrist band or red socks ambulating unassisted, please stand-by for support and remain by the bedside with the patient until assistance arrives.
Men in Heels! Support the 2012 Bay Area Heart Walk

Join in our efforts to support American Heart Association and see some of UTMB’s finest gentlemen do the 2012 Bay Area Heart Walk in heels! The event will be held at the Kemah Boardwalk on the morning of October 27.

Value Analysis Program Manager, Johann Ramirez, and Associate Vice President, Ancillary Services and Service Line Operations, Wayne Baudy, have already reached their fundraising goals of $1,000 and $2,500 respectively. If we can double that amount for a total of $5,000, Chief Quality, Safety and Clinical Information Officer, Dr. Mark Kirschbaum, will join them in doing the walk in heels.

Of course, we couldn’t let them walk in just any pair of heels! Special thanks to Nicole Baxley, Kari Scott and Valerie Brumfield for making sure these men would be the most stylish of all by decorating their shoes. The dazzling footwear is currently on display in at JSA 7.122. Wayne’s lovely pair is featured at left.

To join the team or contribute to the cause, please follow this link: http://heartwalk.kintera.org/afaf/donorReg/donorPledge.asp?ievent=997891&lis=1&kntae997891=0607925296744581A8E091B6F5A59218&emaillogid=6099631149

Please support the team in helping to reach this lifesaving goal by giving a donation today! Thanks in advance for your support!

(Left) Johann Ramirez and Dr. Mark Kirschbaum. (Right) Wayne Baudy

UTMB Recognized by HHS for Organ Donation and Transplantation

The University of Texas Medical Branch was among 404 hospitals, 38 organ procurement organizations (OPOs), and 174 transplant programs recently recognized by the Department of Health and Human Services (HHS) for success in increasing the number of organs available and transplanted.

UTMB received a Silver Medal for Lung Transplantation based on our performance in post-transplant survival rates, transplant rates, and mortality rates after patients are placed on waiting lists – we were among 44 other transplant programs in this category, and we are one of six adult lung transplantation programs across the United States to achieve this status. In addition, we are the only adult lung transplantation program in Texas to achieve such a status.

We were also one of 145 hospitals to receive Bronze Medal recognition for achieving a 75 percent or greater collaborative conversion rate of donors.

Awards were presented for the work done during the time period of April 1, 2010 through March 31, 2012.

For details on awards presented, please visit: http://www.hrsa.gov/about/news/2012tables/121004transplantawards.

Blood Drive

A Blood Drive will be held October 26 from 10 a.m. to 3 p.m. at the UTMB Health Pediatric and Adult Primary Care located at 128 West Parkwood in Friendswood.

For questions call: Jodi Mensch, RN, CPN, nurse manager at 281-482-5695

Thanksgiving Day Appreciation

As a small token of our appreciation, Thanksgiving meals will be offered to those who are working Thursday, November 22. All you need to do is show your UTMB identification badge in the cafeteria to receive your meal.

HAPPY HALLOWEEN!
Congratulations, Drs. Lindsay K. Sonstein and Gulshan Sharma!

Congratulations to two UTMB leaders for their recognition at an awards dinner held during the fourth University of Texas System Clinical Safety and Effectiveness Conference and Recognition Event: Lindsay K. Sonstein, MD and Gulshan Sharma, MD, both from the Department of Internal Medicine. The conference took place September 20 - 21 at the Grand Hyatt Hotel in San Antonio, Texas.

Executive Vice Chancellor for Health Affairs of the University of Texas System, Dr. Ken Shine, conferred the awards during the annual meeting of graduates of the University of Texas Clinical Safety and Effectiveness course.

Lindsay K. Sonstein, MD, assistant professor, Division of General Internal Medicine (pictured on top left), was awarded third prize from among over 90 abstracts in a competitive submission for the 2012 conference. Dr. Sonstein presented her summary Improving Core Measures in an Academic Institution at the conference. Dr. Sonstein was one of only three authors selected as demonstrating outstanding patient safety and quality improvement project abstracts.

Gulshan Sharma, MD, director, Division of Pulmonary and Critical Care Medicine (pictured on bottom left), was inducted as a Clinical Safety and Effectiveness Fellow along with two others to join the ranks of 18 Fellows who exemplify discipline, talent and commitment and extend the impact of their efforts by helping advance and extend capability-building across the UT System.

Please extend your congratulations to Drs. Sonstein and Sharma on their recognition. More information about the conference can be found at http://www.utsystem.edu/hea/buildingbridge/

Maureen Brami Recognized as Outstanding Leader

Originally featured in Nursing News (September 28)

Maureen Brami, nurse manager, is the first recipient of the Outstanding Leader Award, granted by the Nursing Retention Council. Maureen was nominated by four of her staff for a DAISY Award which motivated the retention council to name the new award. Maureen was recognized for her compassion to patients and staff and motivating everyone to do their best. She always treats the staff fairly, is open to everyone’s opinion and is always encouraging. She is a remarkable advocate for patients and staff.

The award will be given quarterly to the nurse in a leadership position who demonstrates empathy, approachability, dedication, equity and earns the respect of their staff. The recipient receives an award to display on their desk and a certificate of appreciation. If you would like to nominate a nurse leader for this recognition, submit the application available on the Nursing Service website to Meredith Hartzog or Shelia Saunders.

Stairwell to a Healthier You!

The UTMB Health Promotion Program team partnered with the Nursing Night Council to sponsor a “Caught in the Stairs” event. 120 employees were “caught” using the stairs and received various prizes including two three-month memberships to the Alumni Field House, tee-shirts and beverage cups.

In Nursing News (Sept. 28), Souby George, MSN, RN described that because adult Americans spend a lot of time in the workplace, creating a culture of wellness at the worksite may help to improve overall health. Increasing physical activity in the workplace can make existing wellness programs more comprehensive and is a great way to get people to begin new programs. Simply choosing the stairs instead of the elevator is a quick way for people to add physical activity to their day.

Winners of “Caught in the Stairs” included LyToya Worthy, Melissa Richey, Rosa Rwera, Shannon Diaz, Clara Garcia, Valeria Escobar, Shannon Roberson, Mindy Brooks and Rico Robledo. Future activities will include additional physical activity events, walking routes, active breaks, mini-educational seminars and overall nutritional offerings and education. For more information, contact Souby George, Amy Carroll or Elvia Gomez.
The Olympics of Patient Safety & Quality was held October 2-3 in Café on the Court.

Hosted by the Quality and Healthcare Safety Department, the event consisted of a series of games designed to our knowledge of topics such as Patient Safety and Quality, Patient Care/Record of Care, Medication Management, Infection Control, Patient Rights and Responsibilities, Environment of Care, Life Safety and Emergency Management. Free Flu Shots were also provided.

Contestants were given “passports” to complete by visiting each game booth for an entry to win prizes including an iPad, a getaway at the San Luis Resort & Spa and more. A complete list of prizes and winners can be found on UTMB’s Joint Commission website, which is also filled with important information and resources regarding guidelines set by The Joint Commission: http://intranet.utmb.edu/qhs/TheJointCommission.asp


Stark Diabetes Center held a retreat for all physicians and staff on September 22, 2012, at the Victory Lakes Town Center location. Other locations for the Stark Diabetes Center include the newly refurbished Primary Care Pavilion in Galveston, the Professional Building in Angleton next to the Angleton-Danbury Hospital, and at the intersection of 518 and 528 in Friendswood. All four locations are accepting new patients.

A Culture of Trust Takes Time to Build

UTMB Health is working in a more interprofessional way than ever before. It is our common goal to provide each of our patients with the same caliber of care that we would want the most cherished of our loved ones to receive. As we work to strengthen communication and relationships in our teams and across the organization, we must remember that safety is everyone’s job! Teamwork and communication are the keys to our success. But changing a culture takes time in any organization, especially one the size of UTMB. Here are some important things to keep in mind as we build a Culture of Trust:

• Work with respect, teamwork, transparency, trust and cooperation
• Treat everyone justly and fairly
• Commit to sharing information and learning
• Support effective safety measures and demonstrate accountability
• Report mistakes and system flaws—it is safe and valued
• Listen to news, whether good or bad; be supportive of those bringing the “bad news” - that’s how we learn!
• Recognize individuals who act with safety in mind
• Remember that teams broadens what individuals can do and increase effectiveness and efficiency
• Sharing a common vision keeps everyone moving forward
“Thanks to everyone who made the move of the MICU/CCU into the new unit a success, especially Miguel Villarreal and Paul Graham for their commitment to having all the work completed to ensure that our patient care environment is the best it can be for our patients, families, and staff. What an amazing team we have to accomplish this work!”

“I just got back from the store - everyone in Jamaica Beach knows I work in the ER at UTMB. The cashier went on and on about what a great nurse her dad had the other night. She said they were all nervous and scared when they got there, but the nurse calmed them and kept them informed. She said the nurse developed a rapport with her father easily. That nurse was Garth Williams. The family greatly appreciated the care you gave them. Thank you, Garth, for all you do.”

“I would like to take this moment to reflect on the outstanding care your staff provides me each and every visit in the UHC Infusion Center. The degree of care and service is exemplary. Such service is attributable to work ethic and the love of helping those in need. Pamela Kimball RN, Shauna Molis PSS, Lisa Greif RN and Cedric Myles demonstrate these characteristics daily.

It was remarkable that they all remembered my name after my first visit and always greet me as though I am a family member. The warm and embracing atmosphere and assurance of being in good hands is ever present. This is my second chance at beating breast cancer, so I am not new to receiving infusion treatments. However, what is clear is the dynamics of your team. Pam, Lisa and Cedric work together to aid one another and promote a joyful atmosphere for all patients.

They deserve recognition each and every day. They truly touch many people’s lives and in more ways that just administering or performing the routine duties you entrust to them. I have the utmost confidence in this team. Pam truly knows how to bring forth the best efforts and attitude in those she mentors or leads in the Infusion Center. For all of these reasons, I chose to remain for the best efforts and attitude in those she mentors or leads in the Infusion Center. Pam truly knows how to bring forth the best efforts and attitude in those she mentors or leads in the Infusion Center. For all of these reasons, I chose to remain

All personally stopped by her room to give her a hug and say good-bye.”

Congratulations to Dr. Roger Throndson, UTMB Health’s chief of Oral and Maxillofacial Surgery, on his recent nomination as Texas Dentist of the Year. He was one of 15 dentists nominated across the state from a pool of 13,000. The honor is conferred by the Academy of General Dentists, who met recently in Austin.

“I want to compliment the ER staff! I brought my mom in to the ER at midnight on Friday night. I witnessed a fine group of professionals during our stay. From triage to discharge, the staff was wonderful and showed great patience. In particular, I’d like to compliment Giovanna Turner, the patient registration specialist, who came over to personally apologize for the some commotion in the area. The incident that occurred was unexpected and beyond her control, but she came over to me to apologize for it anyway. That was very professional.

Dr. Julio Cesar Jayes did a wonderful job caring for all his patients and my mother in spite of a busy evening. Please let the staff know what a great job they did and how much they are appreciated.”

“A friend was recently admitted to the Surgery Unit on 8C. She was so impressed with the staff she wanted me to let you know what a great hospital you have right here in Galveston! She had never been in UTMB. There are four people she wanted me to mention to you regarding their excellent care of her. Tamika Switt, RN; Shea LeDuc, RN; Jessica Lee, RN; and Henry Olaoes, PCT. All personally stopped by her room to give her a hug and say good-bye.”

Congratulations to Beverly Dowling on becoming a Fellow of the Healthcare Financial Management Association. As recognized industry leaders, HFMA Fellows act as ambassadors to the profession by raising the standard of practice through consistent participation in professional development activities and service to the healthcare finance industry.

“I would like to thank the team at UTMB Specialty Care Center at Victory Lakes. From the moment I requested help from Mary Ann Pedraza to schedule an appointment for my mother until I received a follow-up call from Patient Advocates Debbie Och and Jerome O’Rourke with test results, I found your staff to represent and deliver the ultimate customer service and patient care with genuine enthusiasm and professionalism.

Special thanks to everyone who helped with scheduling and rescheduling some of my mom’s appointments. Janet Trevino and Rosa Springer were patient, courteous and understanding. Kenneth Orlando helped us get checked in and was helpful and professional – I knew we were in good hands. Doris Courteau and Tammi Viancos both listed to my concerns. Everything ran very smoothly.

Dr. Scott Larson was wonderful with my mother – he was thorough, calm, compassionate and reassuring to her; she was very anxious. Dr. Nicholas Verne was professional, knowledgeable and explained all of the steps he would take to help identify and treat my mother’s condition – it was worth the long trip to see him.

The technicians, especially Michael Johnson, were courteous, informative and helped put my mom at ease during the 4.5 hour test.

As we left to head home, Doris, the Nurse Manager, told us, ‘Thank you for the opportunity to care for you.’ I have already told this story to about a dozen people I know, and will continue to do so and share my positive and impressive experience with anyone who needs the care and attention that your facility can provide. Thank you all.”

Congratulations to Neal Clayton, Nurse Manager, Ortho/ Trauma/Neuro/Neurosurgery, and Debbie Barrera, Nurse Manager, UTMB Neonatal Nurseries/ECMO Program, for their acceptance into AONE’s 2013 Nurse Manager Fellowship class.